



Problem Resolution Report

NORTHROP GRUMMAN

NG/CoSD-041

Date: May 13, 2009

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide a comprehensive and consolidated description of the purposes of the Individual Service Request (ISR).

Resolution:

The Individual System Request as defined in this PRR replaces the Integrated System Request as defined in PRR 017. Any Integrated System Requests that were in place prior to the issuance of this PRR will remain in effect and are to be completed as required under PRR 017 unless otherwise agreed to by the parties.

An Individual System Request will be used for a one-time only event for 3rd party labor and/or hardware not covered by existing Resource Units or the OIPC (Optional Item Pricing Catalog). ISR's may be a stand alone request or may be a part of (imbedded in) a WR (Work Request) ISR's will be subject to prior approval by the County Technology Office, and will be governed by the following conditions:

- a. Each ISR will be submitted by Contractor as a Work Request estimate, which will include the following:
 - i. Any third party vendor invoice or bill of material for hardware and/or services which must be itemized and detailed by item description and cost for each item;
 - ii Contractor's 10% mark up on the actual cost of items enumerated pursuant to (i) above
 - iii Payment by the County pursuant to the Work Request shall be contingent upon completion of, and acceptance by the County of, the ISR deliverables unless otherwise agreed to by the County.
- b. Each ISR must pass the County's Fair and Reasonable Analysis standard of review.
- c. *For purposes of documenting ISR charges in the Chargeback system and invoicing* ISR's will be charged to the appropriate low org. under the Catalog Purchases section in chargeback.



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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

NORTHROP GRUMMAN INFORMATION
TECHNOLOGY, INC.

By: Bruce Petrozza

By: R. Pabst

Name: Bruce Petrozza

Name: Randolph Pabst

Title: Manager, Contracting

Title: Manager, Contracts

Date: 05-26-09

Date: May 22, 2009

J. Hudson